

Guide to the reoccupation of buildings

MediaCityUK

Our pledge

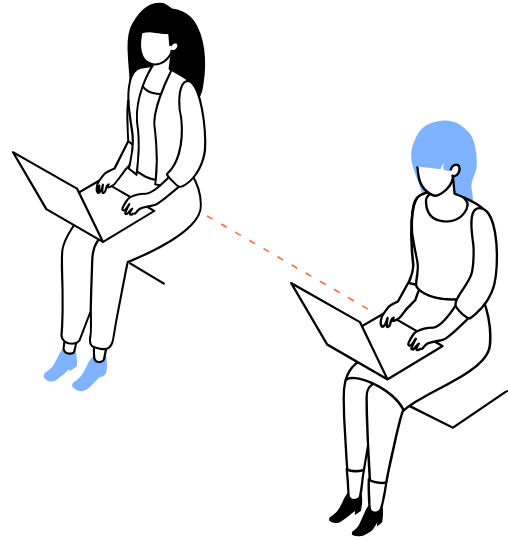
We are now beginning a phased approach to the reoccupation of buildings across the MediaCityUK portfolio and this document has been produced with your health and safety as the primary focus. As a responsible Property Partner, we will work with you to support your business requirements effectively and efficiently, while strictly observing government guidelines. The post-virus business landscape remains an evolving scenario and we will keep you updated on any changes, as they emerge.

Our key principles

- We are committed to doing everything possible to minimise the risk of infection for all our MediaCityUK community, using communal areas within the estate. We will take these measures in collaboration with you.
- Covid-19 risk assessments have been carried out, action plans drawn up and necessary works are being implemented. We are constantly reviewing and updating our practices in line with government advice.
- We are all reliant on each other in taking a courteous and compliant approach when following government guidelines on social distancing, cleanliness and shared spaces in a multi-occupancy building.



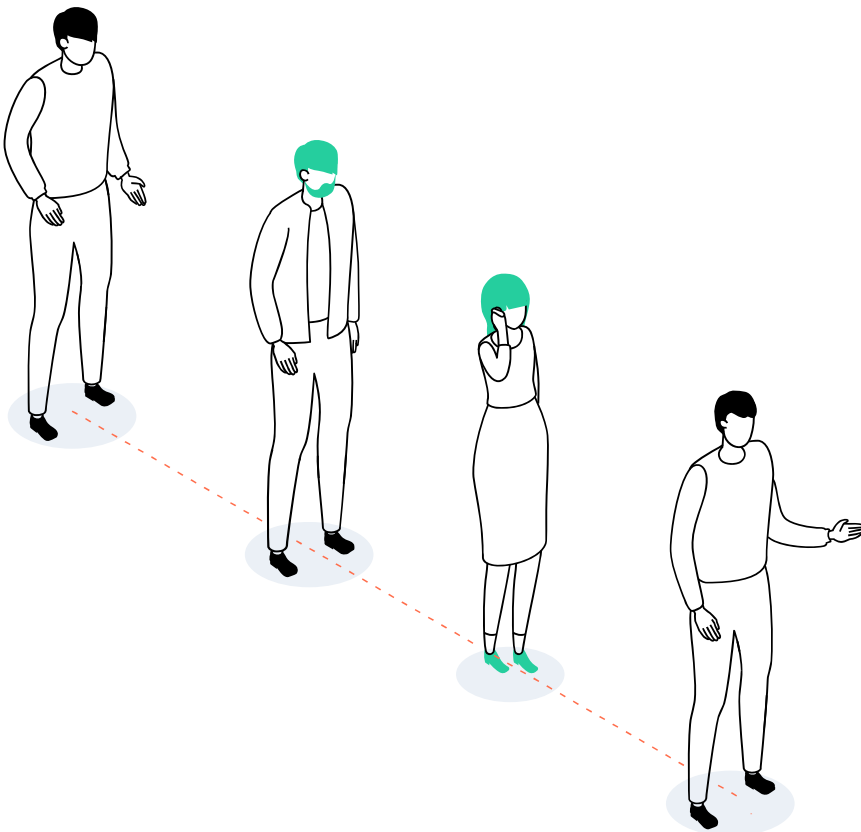
Changes we are introducing...



Signs

On arrival at MediaCityUK, you will be met with signs that will direct you to new procedures being put in place to ensure compliance with government guidance and the maintenance of a safe environment. Please ensure you take time to review and understand the signs at differing points on your journey through the estate and communal areas.

The signs may change in line with guidance, as the future operation of buildings becomes clearer.



Entry and exit

Entry points will now be restricted to **one person** at a time.



Hand sanitiser is provided for use at the entry to buildings and various other points around the communal areas.

You are encouraged to **stagger your employees' start times** to avoid queuing in external and internal communal areas. Please factor this into your journey time and be prepared for all weathers should you be required to wait outside the building for a few minutes.

Please adhere to the **one-way signs**. Use the stairs if you are able and they are available to use. Fire escapes will be brought into use as new exit points. You can find out more about your buildings one-way system in the building risk assessments.

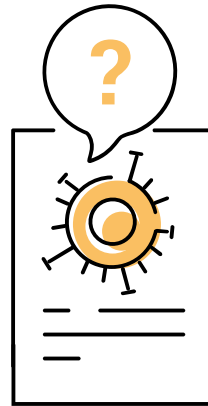
Lifts

Lifts will be limited by the number of occupants at any one time and signs will show where to stand and face. Hand sanitiser is provided for use on lift landings (before and upon leaving the lift). Use of the stairs where possible will reduce pressure on the lifts so they can remain available for use by those who need them.



Toilets

Use of toilets will be **restricted** to comply with social distancing guidance. Signs will indicate the recommended number of users at any one time.



Communal kitchen facilities

Signs in communal kitchen facilities will indicate the recommended number of users at any one time. **We do not advise sharing crockery or cutlery** and this is being removed from the kitchens. Please ensure

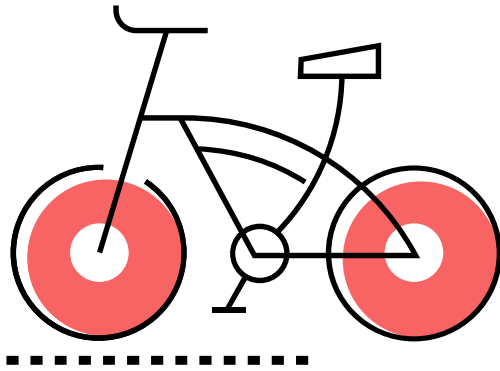
all personal kitchenware is taken home at the end of each working day.

There will be no common use electrical items e.g. microwaves, toasters and fridges. Please provide your own electrical items if needed - they **MUST** be PAT tested before use and kept in your offices. This does **NOT** include toasters as they pose a fire hazard. All food and drink products must be kept in your own offices, please do not store these in common areas.

Communal meeting rooms

All common area meeting rooms will be closed until further notice. This will be reviewed regularly and any changes to their use will be communicated.

Car parks and cycle stores



Please adhere to social distancing when getting in and out of your car and travel through the central areas of the sites and multi-storeys.

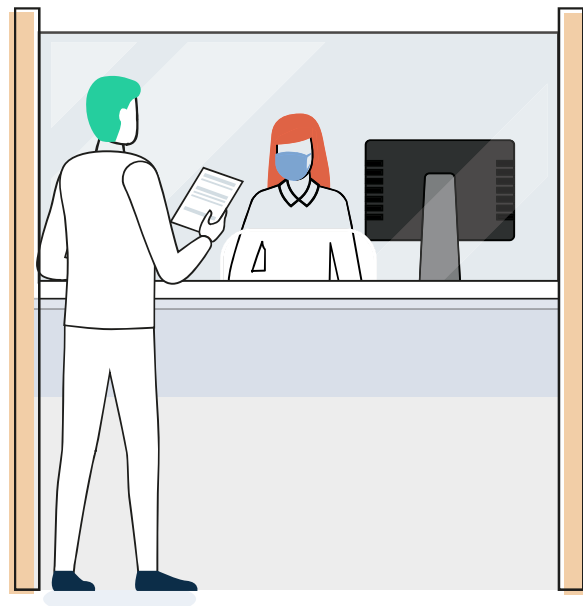
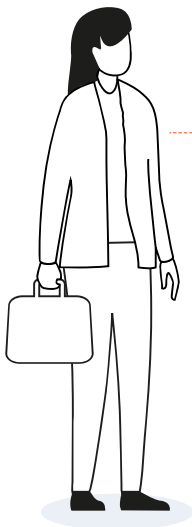
Please ensure social distancing guidance applies in cycle stores or welfare blocks and do not leave any belongings, as these will be disposed of as part of the increased cleaning and inspection regimes now in place.

Receptions

We will be introducing additional security to assist receptionists with management of visitors, deliveries, and social distancing around entry and exit from the building. We will be installing perspex screens at front desks to protect and support our staff.

The measures being put in place are for the safety of everyone. Your understanding and regard for staff managing the new processes, is much appreciated.

With changes to routes and one-way systems through the buildings, increased security procedures may be implemented, and your co-operation, understanding and patience will again be paramount.



Cleaning

Our buildings have already been cleaned in advance of your return.

Revised cleaning regimes and auditing procedures are now in place with a focus on high-trafficked areas and touchpoints.

All staff should be reminded to frequently wash hands and use the hand sanitiser solutions positioned around the communal areas.



Air conditioning

A 14-point plant remobilisation plan produced by our hard facilities management providers with guidance from REHVA (Federation of European Heating, Ventilation and Air Conditioning Associations) has been implemented.

This guidance incorporates; operating AC systems two hours prior and post occupation each day; 24/7 operation of fresh air supply/extract; non-recirculation of extract air and 24/7 operation of toilet extract systems.

Service providers

All our usual friendly faces are waiting to greet you in your buildings! Some staff will have new uniforms displaying the 2m distance requirements.

We would like to reassure you that all staff have been provided with adequate PPE and training.

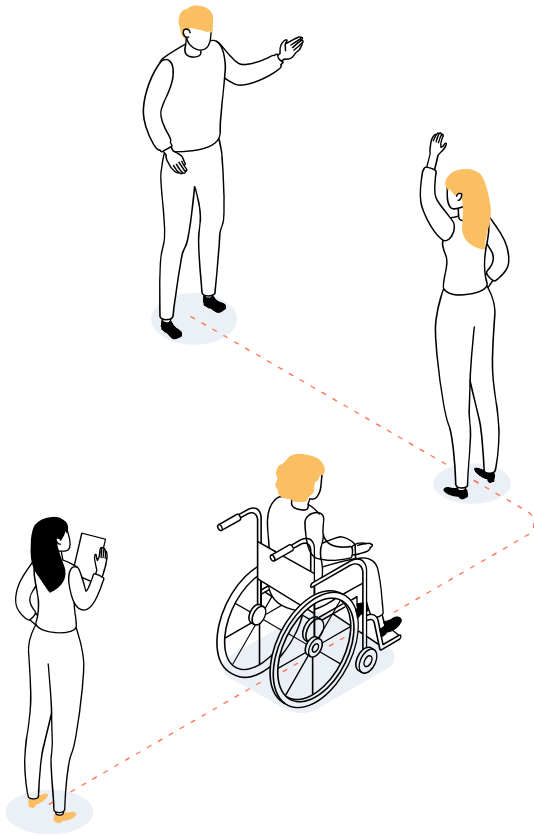
Please support our staff through this period. They are essential to ensuring your working environment is as safe as possible.

Fire alarms

In the event of any fire or medical emergency, social distancing does not apply and people must evacuate the building as quickly and safely as possible. Social distancing at the fire assembly points should then resume. Given that it has been a while since you last visited your offices, please remind yourselves where the assembly points are.

Safety

The safety of all our premises remains, as always, our key priority and the high standard of management prior to the pandemic continues as normal. We will continually be reviewing the procedures, in line with the latest government recommendations.



Your responsibilities

Please ensure you share with us your own Covid-19 policy for your premises within our property. Ensuring we align our policies and work together is essential to minimise the risk of infection and optimising your ability to work from your offices.

If you are reducing the number of staff on site, please ensure that you still have adequate numbers of fire marshals and first aiders and also consider your approach to lone working.

If a member of staff develops symptoms, please isolate them immediately within your office and not in the communal areas. Please notify us immediately and record exactly where the person has been so that intense cleaning of these areas can then be undertaken as soon as possible.

We also advise that all members of your organisation returning to work at your offices conduct a short e-training course on Covid-19 that takes no more than 15 minutes, to enhance their awareness. A certificate is available once completed and that can be used for your own records.

<https://www.virtual-college.co.uk/courses//prevent-covid-19-free-training>

Deliveries and visitors

We will be asking all tenants to arrange deliveries between the following hours -

10am-12pm | 2pm-3pm

Tomorrow Building

All deliveries to be dropped off in the waiting area of reception and collected by tenants. Any large deliveries will need to be collected by tenants using their own trolley.

Greenhouse

All deliveries will be dropped off directly into the post room located under the stairs. The Reception team will operate a one in one out system for tenants to collect the items. Again, if there are any large deliveries the tenant will have to use their own trolley to move the items.

Orange Tower

All deliveries to be dropped off in the waiting area of reception and collected by tenants. Any large deliveries will need to be collected by tenants using their own trolley.

Blue Tower | White Tower | The Landing

All deliveries will be dropped off in the Open Centre. Tenants will be able to collect items from **10am-3pm**.

All tenants will be notified of the parcel and asked to collect all items on the same day that they are delivered. ID will need to be provided before any items are collected. Any items left will be at the tenants own risk, we will not accept responsibility for any deliveries left in the Open Centre overnight.

Each time an item is collected the Security team will fill in a form with the below information -

The Company

Date

Time

Name of the individual who collected the item

Royal Mail will still deliver post to all receptions, they will go to the front of the queue and enter via the main door and drop the post at a 2m distance from the reception desk. The receptionists will then sort out the post and notify tenants of when they can come and collect it (an allotted time for each business) that way it will avoid any tenants gathering in reception.

Travel and transport:

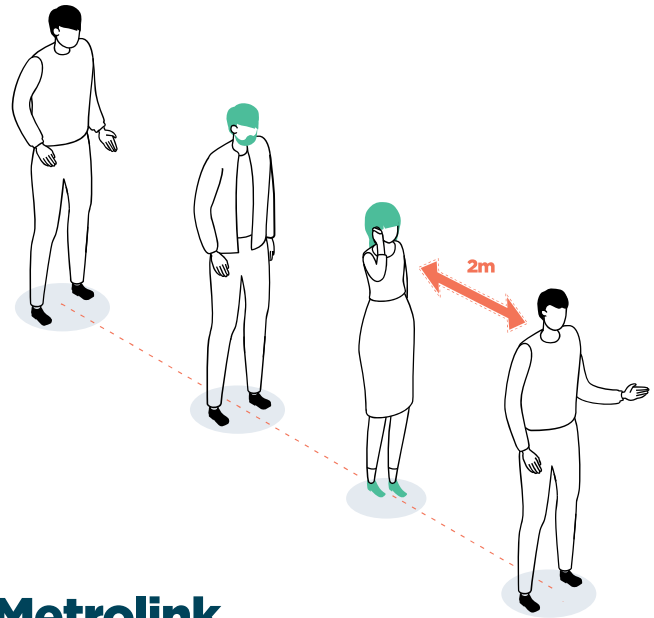
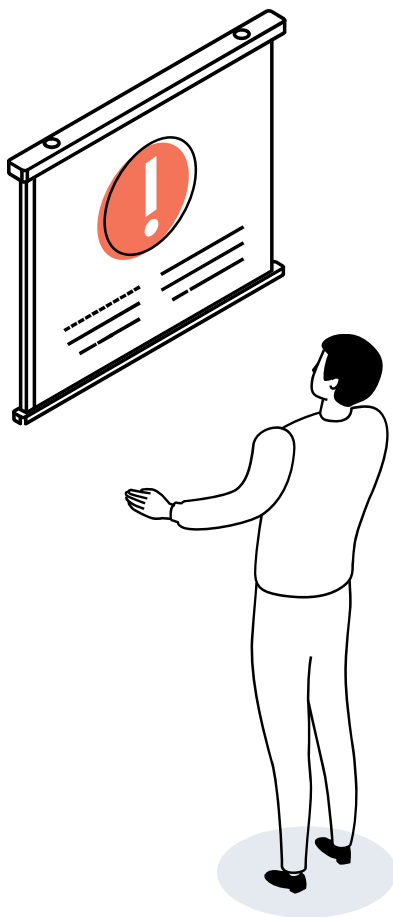
The following advice has been provided by Transport for Greater Manchester. Please continue to check their website for updates: <https://tfgm.com/coronavirus>

Protect public transport for those with no alternative – do not use it unless you have to. If you need to travel, walk or cycle if possible

If you have to use public transport wear a face covering, keep a two-metre distance where possible on the platform, stop, station and on board

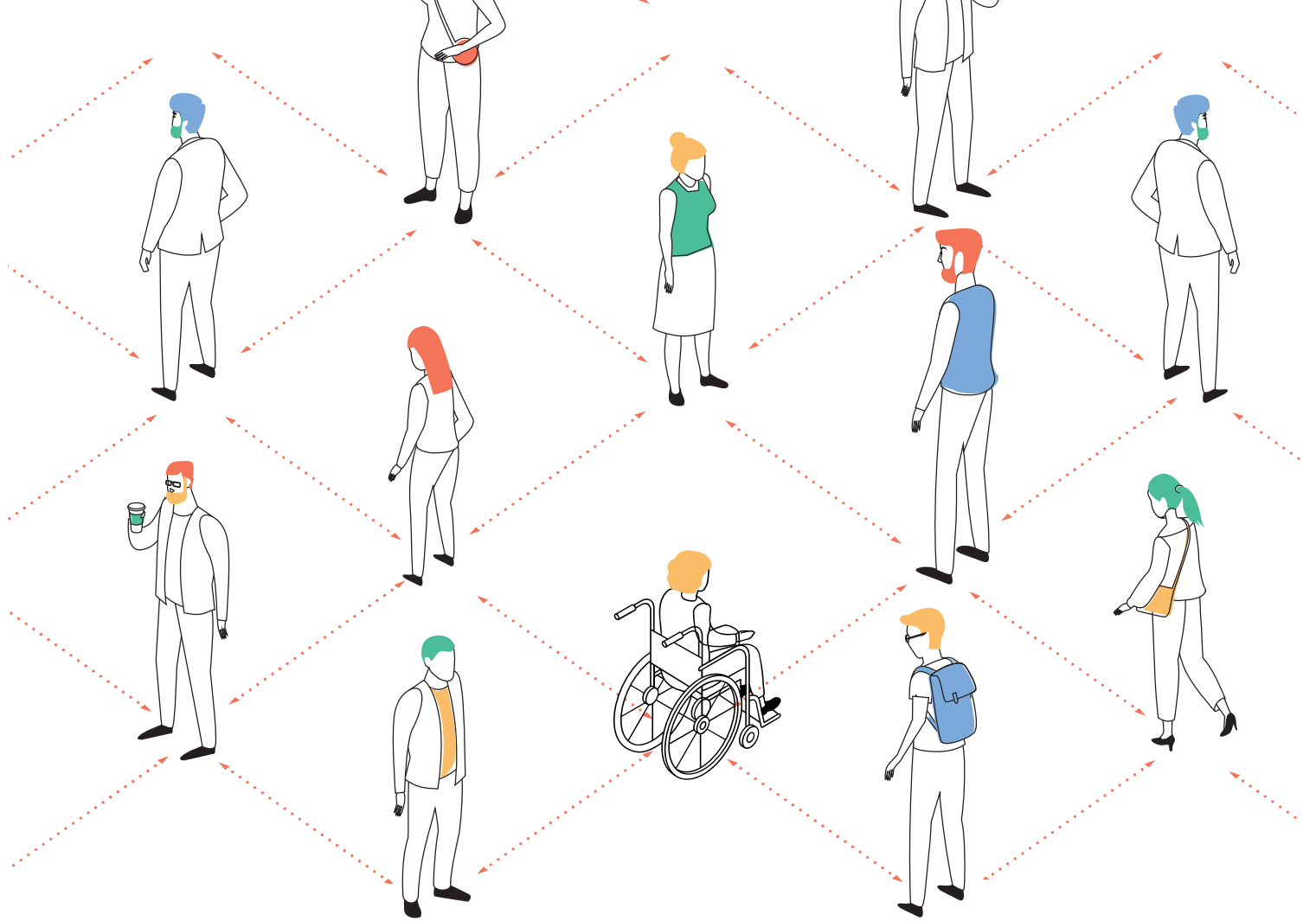
Clean your hands frequently and use contactless payment. If possible, carry a hand sanitiser with you

Due to social distancing there will be limited space on public transport and you may have to wait – please plan ahead, avoid the peaks and be patient when travelling. <https://tfgm.com/coronavirus>



Metrolink

- 12-minute frequency on all lines
- We are running as many doubles as we can and allocating to the routes which are showing highest demand to ensure social distancing is possible
- There will be additional signage at tram stops
- Staff will be at key locations to help advise customers
- Vinyl markings will be put down to show two-metre spacings and where stops have two TVMs side by side we'll be closing one off
- Floor vinyls and seat signs, which encourage and remind customers to socially distance, will be introduced shortly. We aim to put these on all aisle seats to prompt people to think before they sit directly next to someone. Drivers are also making announcements
- Public announcements on PAs and PIDs
- A rigorous cleaning regime in place, with our fleet of trams cleaned nightly and litter collections taking place throughout the day. Due to coronavirus, we have introduced a new anti-viral cleaning regime to further limit the spread of the virus
- We are looking at options to install hand sanitiser dispensers at key points on the Metrolink network.



We are in this together

In these unprecedented times, we recognise that the challenges of a return to a 'new normal' are considerable for all of us but we will get there by working together. We approach this in a spirit of collaboration and we trust you will too.

We want to hear from you if there are issues that we can help with or if you simply want to get in touch with suggestions. We value your thoughts and opinions and will be on hand to respond.

This is an evolving situation so this document and the corresponding risk assessments will more than likely change. We will email you with any updates

as they happen.

Talk to us

Jen Davies

Jennifer.Davies@mediacityuk.co.uk

Chris Reay

Chris.Reay@mediacityuk.co.uk

MediaCityUK

Disclaimer

The information and procedures contained within this document are subject to change as more is learnt about how Covid-19 spreads and as further recommendations and advice from the government are released. We will be issuing new updates as and when required. 22nd May 2020.